

Georgia A. Leech
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Justin, TX 76247
940-648-2222
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RECEIVED

OCT 24 2002

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission (FCC)
445 12th Street SW, TW-A325
Washington, DC 20554

Re: CG Docket # 02-311- Biennial Review 2002


As a consumer and business owner who is deaf, I strongly oppose any repeal or revisions that weaken the regulations related to hearing aid compatibility, Telecommunication Relay Services, access to Interactive Voice Response (IVR) systems, digital cell phone TTY compatibility, and Section 255

Because of these regulations, I now enjoy access to telecommunications. We cannot rely on the marketplace alone to provide such access without regulations from the FCC.

Each verbal transaction is a struggle to understand and in my business I require astute associates to surround me. In the world outside of my business's walls, I have to work very hard to keep in touch. I have a TTY and a cell phone. I can only view television and movies that have closed captioning.

In closing, the FCC should leave the disability related telecommunications / technology regulations fully intact unless they are strengthened. Those regulations are needed to protect our rights to access the telecommunications network

Sincerely,


Georgia A. Leech
Pharmacist/owner
Justin Pharmacy
P.O. Box 7
Justin, Texas 76247

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BOSTON COLLEGE

OFFICE OF THE ASSOCIATE DEAN
SCHOOL OF NURSING GRADUATE PROGRAMS

October 15, 2002

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission (FCC)
445 12th Street SW, TW-A325
Washington, DC 20554

Re: CG Docket # 02-311- Biennial Review 2002

I am writing as a relative and friend of several individuals who are hearing-impaired

I strongly oppose any repeal or revisions that weaken these regulations related to hearing aid compatibility, Telecommunication Relay Services, access to Interactive Voice Response (IVR) systems, digital cell phone TTY compatibility, and Section 255.

This access is fundamental to the health and safety of both individuals who are hearing impaired as well as their friends, co-workers, and colleagues. Many times it has been quite apparent to me that the loss of ability to communicate with various electronic means seriously impairs individuals' ability to seek such basic services as roadside assistance, emergency medical services, access to health care and communication with their health care providers (a matter of safety as well as human dignity and privacy).

I would urge the FCC to leave the disability related telecommunications/technology regulations fully intact unless they are strengthened. They are needed to protect the rights of those with communications disabilities to access the telecommunications network.

Sincerely,

Laurel Eisenhauer, RN, PhD, FAAN
Professor of Nursing
Associate Dean for Graduate Programs

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

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435 Forest Valley Rd., NE
Atlanta, GA 30342-2354
15 October 2002

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission (FCC)
445 12th Street, SW, TW A325
Washington, DC 20554

Dear Ms. Dortch,

Re: C G Docket # 02-311

I am writing in regard to the 2002 Biennial Revue of Regulations related to Telecommunications to urge that the rules related to hard of hearing people be kept in effect or even strengthened in some ways.

I am a 79 year-old retired physician who has **worn** hearing aids for 50 years for a sensorineural hearing loss that has gradually worsened over the years. I am also Co-President of Atlanta Hears, the local Chapter of SHHH.

I use assistive listening devices including amplified telephones and the telecoil of my hearing aid. Even so, my hearing loss has reached the point at which I am very dependent on my wife to be my main assistive listening device for telecommunications. I occasionally use the TTY, but mainly I call on her to relay what my callers are saying. If anything happens to her, I would be lost without the Regulations of the FCC related to Relay Communications. I would then be totally dependent on the Relay System as is a friend who has recently had a Cochlear Implant that failed, so she is now totally deaf.

Interactive Voice Response Systems are a nightmare; but they are still better than they would be without the FCC regulations. I am currently working on a project to encourage businesses and agencies that use IVR systems to use male voices to prerecord those messages, as lower-pitched male voices are much easier for most hard of hearing people to comprehend, but we need your rules to stay in place. When I talk to seniors' groups about this possibility, their heads nod vigorously in agreement.

Digital phones generally sound like motorboats to me. I recommend that the rules be strengthened to require that they be made hearing aid compatible - no more exceptions!

We hard of hearing people depend on your rules to have the listening systems in place, and we appreciate what you do along that line. Please also tell us what we can do to help in their implementation and use.

Cordially yours,

Harold L. McPheeters
Harold L. McPheeters, MD

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October 16, 2002

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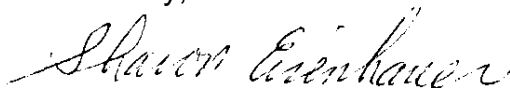
Marlene H. Dortch
Office of the Secretary
Federal Communications Commission (FCC)
445 12th Street SW, TW-A325
Washington, DC 20554

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In closing, the FCC should leave the disability related telecommunications/technology regulations fully intact unless they are strengthened. They are needed to protect our rights to access the telecommunications network.

Sincerely,



Sharon Eisenhauer
37 Story St PO Box 95
Essex. Ma 01929

No. of Pages: 1
List Attached

